

HOW TO LOGIN & ACCESS YOUR PERSONAL ASRS ACCOUNT

Step 1

From ASRS website (www.azasrs.gov), click the



Step 2

On the **Member Login and Registration** page, click the appropriate option:

A login form with a light gray background. It contains two input fields: "ASRS ID" and "Password". Below the "Password" field is a "Log in" button.

[Forgot your ASRS ID?](#)

[Forgot your Password?](#)

[First Time Registering?](#)

Select this option if you know you have registered in the past, but have forgotten your ASRS ID.

If you know your ASRS ID but have forgotten your password, follow the link above to change your password by answering a few key questions. If you do not remember your initial ASRS ID that you created previously, you will need to re-register by selecting the button below.

Select this option if you are attempting to register for secure access the first time or if you have never completed the registration process.

Step 3

If you receive a "Pop-Up" for the Survey, please minimize it until you have completed the registration process. Once you have completed registering, take a moment to complete the survey. We appreciate your feedback.

Step 4

Click on the link **Register for Secure Account Access** to start the registration process:

Web User Registration

Information on Establishing an Online Access Account

The ASRS is proud to present to our members the ability to access their account information online. In order to have access you must register for an account.

[Register for Secure Account Access](#)

Step 5

Once you have completed the review for the Access Agreement you will need to select **I Agree** to continue the Registration Process.

Step 6

Complete the required fields.

NOTE: If any information you provide is not on file with the ASRS or is different than what we have on file, you may receive an 'Unable to Verify' message. You will be asked to send a copy of your Driver's License or Birth Certificate to validate the information. You can fax the requested information to the ASRS on our secured fax line at: (602) 240-2096. Be sure to include your Social Security number.

Step 7

Complete the security questions.

NOTE: For security purposes, we only show one of your past or present employers. Please choose it from the drop down arrow.

Step 8

The final step in completing your registration – you will receive an email with a link to “activate” your account. Please follow the instructions provided in that email.

Step 9

Unminimize the survey pop-up to complete the quick survey. ***Thank you!***

-Troubleshooting-

These are the errors most frequently experienced during the ASRS web registration process and what to do:

Formatting -

Social Security Number – Needs to be entered with dashes (XXX-XX-XXXX).

Date of Birth – Should be entered in the following format MM/DD/YYYY. The leading zero will automatically be removed from the month and/or day by the system.

Last Name – Enter your last name as used on your mailings from ASRS (including hyphens, apostrophes and periods, as applicable).

Unable to Verify -

If any information provided during the registration process is not currently on file with ASRS, or is different from what is on file, you may receive the message '**Unable to Verify**'. You will be asked to send a copy of your Driver's License or Birth Certificate to validate the information.

You can fax a copy of your Driver's License or Birth Certificate to the secure ASRS fax line at: (602) 240-2096. Be sure to include your Social Security number on the fax.

Unhandled Exception -

If you receive this message, try refreshing your browser by closing all web pages and reopening your browser.

If you have any questions after following this trouble-shooting guide, please contact us for additional assistance:

- Phoenix Area: (602) 240-2000
- Tucson Area: (520) 239-3100
- Toll Free outside Phoenix and Tucson: (800) 621-3778